

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

STAFF ASSISTANT

FLSA STATUS:

Non-Exempt

[The Education Liaison class is currently listed as Exempt.](#)

CLASS SUMMARY:

The Staff Assistant is the first and entry level in a two level Management Analysis series. Incumbents interpret and apply policy and procedure and conduct basic research of data, codes, and law and perform activities focused on customer service and general office support, complaint resolution, and problem-solving.

The Staff Assistant is distinguished from the Management Analyst, which has responsibility for performing professional level research and project or program design activities.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

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| 1. | Prepares and processes a variety of records and documentation associated with new hires, terminations, payroll issues, budget items, purchasing, accounts payable, accounts receivable, applications, workers' compensation, service requests, delinquent accounts, and/or other applicable items in assigned area of responsibility; maintains associated files. |
| 2. | Collects and compiles a variety of data in support of assigned departmental operations and prepares related reports associated with operational, administrative, fiscal, and/or personnel activities. |
| 3. | Serves as a liaison and primary point of contact with citizens and the general public to determine desired service outcomes; researches and resolves problem issues. |
| 4. | Assists in preparing operational and procedural manuals and/or division or departmental website. |
| 5. | Participates in a variety of meetings, committees, and/or other related groups in order to receive and convey information. |
| 6. | Interprets and explains applicable rules, administrative orders, codes, ordinances, resolutions, policies, and procedures to internal staff and/or external parties. |

Daily
~~0~~-20%

Daily
20%

Daily
20%

Daily
~~0~~-10%

Daily
5%

Weekly
~~20~~-25%

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7. 	Assists in reviewing and analyzing operating policies and procedures in assigned area of responsibility and makes recommendations for improvement or modification based on findings.	Weekly <u>0-5%</u>
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<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties are a representative sample; position assignments may vary.)		<u>FRE- QUENCY</u>
8. 	Monitors and maintains inventory, including initiating the procurement of replacement materials.	Weekly <u>0-5%</u>
9.	Plans and coordinates special events, meetings, and/or other applicable events.	Occasion- ally 5%
10.	Performs other duties of a similar nature or level.	As Required

POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:
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Positions assigned to Purchasing may be responsible for:

- Assisting with the procurement of goods and services for the City by conducting outreach for optimal bid response;
- Processing purchase orders and emergency purchasing orders;
- Certifies and maintains Disadvantaged Business Enterprise (DBE) accounts;
- Preparing Requests for Proposals and Solicitations.

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Positions assigned to Information Services may be responsible for:

- Researching costs for hardware and software requests;
- Preparing and revising documentation for procurement processes for on-line interfaces;
- Preparing purchase orders and emergency purchase orders;
- Coordinating and monitoring the flow of procurement processes associated with order requests, purchasing, receiving, assets, and deployment;
- Processing asset interfaces and manually adding assets;
- Closing out purchase orders;
- Maintaining a variety of databases;
- Preparing interdepartmental billings for communication services;
- Administering voice mailbox system.

Positions assigned to Public Works may be responsible for:

- Assisting in the preparation and monitoring of assigned division or departmental budget.

POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

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Positions assigned to Public Utilities may be responsible for:

- Tracking State grant funds;
- Giving presentations on recycling education;
- Scheduling and attending outreach events;
- Monitoring the activities of assigned program areas.
- Inspecting contaminated recycling bins;
- Visiting sites to determine the levels of solid waste and recyclables in the waste stream.

Positions assigned to Police Department may be responsible for:

- Monitoring tow companies to ensure compliance with applicable codes, laws, and contract requirements.

| Positions assigned to Planning [and Development](#) may be responsible for:

- Recording minutes at Planning Commission meetings.

Training and Experience (positions in this class typically require):

- Associate's Degree in related field and two years of related experience in area of responsibility.

OR

- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Two additional years of qualifying experience may be substituted for the required education.

Licensing Requirements (positions in this class typically require):

Some positions, based on assignment, may require:

- Valid State of California Driver's License, Class C.

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Knowledge (position requirements at entry):

Knowledge of:

- Principles, policies, practices and operations in assigned area of responsibility;
- Office procedures, principles, practices and equipment;
- Customer service policies, principles and practices;
- Analytical methods and techniques;
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations;
- Research methods;
- Local government structure and procedures;
- Data collection and analysis techniques.

Skills (position requirements at entry):

Skill in:

- Using a computer and related software applications;
- Providing customer service;
- Researching and resolving problems;
- Mediating difficult situations;
- Coordinating activities;
- Interpreting, applying, and explaining applicable laws, codes, ordinances, policies, procedures, rules, and regulations;
- Preparing clear, concise, and comprehensive reports, records, and other written documents;
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical Requirements:

Positions in this class typically require: Feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, walking, balancing, climbing, crawling, crouching, pulling and pushing.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to fumes, odors, dusts, poor ventilation, extreme temperatures, travel, and environmental hazards.

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Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007